

APPENDIX B**GLOSSARY OF TERMS**

Term	Definition
Adjudicated Claim	A claim that has been paid or denied by the system.
Benefit Package	A standardized package of benefits, administered by DMAS, for service coverage, patient coinsurance and deductible, etc. associated with a particular population. An enrollee can have multiple DMAS-defined benefit packages at one time.
CBU (Claim Billing Unit)	An item of work for the FAS Contractor that is based on adjudicating a claim or processing an encounter or assessment. There are multiple CBU types. A portion of the FAS Contractor payment is calculated by multiplying the appropriate CBU rate by the number of claims adjudicated, encounters processed, or assessments processed (i.e., CBUs) associated with the rate.
Claim	Usually used to refer to a bill for payment submitted by or on behalf of a provider of a health care service, supply, or product. The Virginia MMIS also generates claims for capitation payments, management fees, and administration fees. While in some contexts a claim can refer to the document submitted, the Virginia MMIS considers each service line on all forms other than a UB-04 to be a claim. Claim is included in the generic term 'payment request.' Also see 'Encounter.'

Term	Definition
CMM (Client Medical Management)	Virginia's recipient "lock-in" program where overutilizers are restricted to a single physician and/or pharmacy to medically manage access to services.
Continuity of Operations Plan (COOP)	A plan that addresses the continuation of critical operations, to the extent practical, in the event of a disaster.
DMAS Technology	A component of the Virginia Medicaid Enterprise Architecture that contains all the COV's commercial hardware, systems software, and telecommunications located at DMAS. The technical components will be operated and maintained by the Virginia Information Technologies Agency (VITA).
Drug Rebate Technology	A component of the Virginia Medicaid Enterprise Architecture that contains all the commercial hardware, systems software, and telecommunications software and equipment used to support the Drug Rebate Contractor's proposed business services staff and Drug Rebate system. The Drug Rebate Contractor's Technology connects with the Core MMIS Technology as well as DMAS Technology.
DSD (Detail System Design)	The DSD is the output of development, which has evolved into the systems documentation that reflects current processing,
Encounter	Similar to a claim, a record that is sent by a Managed Care Organization (MCO), transportation broker, or Dental Benefits Administrator (DBA) to identify services it provided or denied for DMAS enrollees. Encounter is included in the generic term 'payment request.'

Term	Definition
Encounter Adjustment	A replacement of a previously submitted encounter. An encounter adjustment results in the reversal of the original encounter (credit) and a newly processed encounter using the information on the adjustment (debit). An encounter adjustment is the method used to correct information on a previously submitted encounter.
Enrollee	An individual enrolled in one of the DMAS programs. Used interchangeably with recipient.
Enterprise Content Management (ECM)	The technologies used to capture, store, preserve and deliver content and documents related to organizational processes. ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists.
eVA	eVA is a web-based purchasing system used by Virginia government. State agencies, colleges, universities and many local governments use eVA to announce proposal opportunities, invite offerors, receive quotes, and place orders for goods and services.
FAMIS (Family Access to Medical Insurance Security)	This is Virginia's separate state child health insurance program (SCHIP) authorized under Title XXI of the Social Security Act. It generally covers eligible children with family income too high for Medicaid but less than 200% of the Federal poverty level.

Term	Definition
FAMIS-Plus	FAMIS-Plus is a Medicaid expansion component of the COV's Title XXI Children's Health Insurance Program. Because it is a Medicaid expansion program, FAMIS-Plus follows all Medicaid rules.
Fiscal Agent	Fiscal Agent is used to refer to the MMIS Fiscal Agent Services Contractor.
Fiscal Agent (FA) Technology	A component of the Virginia Medicaid Enterprise Architecture that contains all the commercial hardware, systems software, and telecommunications provided and operated by the Contractor at its facilities.
IRP (Information Retrieval Platform)	The term used in the current documentation to identify what is called the DMAS Technology in this RFP.
ISR (Information Service Request)	A formal change control document for requesting and authorizing work and changes to MMIS applications.
Key Contracts	Contracts DMAS expects the FA to form with outside vendors.
Lock-In	See Client Medical Management (CMM).
MEDALLION	The name for a managed care program in Virginia that is provided through primary care case management (PCCM). An enrollee's health care is managed by a primary care provider (PCP) who is reimbursed on a fee-for-service basis. The PCP acts as a gatekeeper to specialty services, and, in return for acting in this case management role, the PCP receives an additional monthly payment per member.

Term	Definition
Medicaid Web Portal	A single point of access for all provider services as designated by DMAS, regardless of the entity providing the service. As a result of this RFP, the Medicaid Web Portal will be developed by the Fiscal Agent Services Contractor but will be the property of DMAS.
MMIS Core Technology	A component of the Virginia Medicaid Enterprise Architecture that contains all the commercial hardware, systems software, commercial off-the-shelf software (COTS) products integrated into the MMIS, and custom application software used for hosting the MMIS and its related documentation.
Normal Business Hours	8 AM – 5 PM ET, Monday through Friday except holidays approved by DMAS.
Payment Request	A general term used to describe a submission of information used to identify services rendered on behalf of a DMAS eligible. Payment request refers to claims and encounters. It includes original submissions, adjustments and voids.
PES Technology	A component of the Virginia Medicaid Enterprise Architecture that contains all the commercial hardware, systems software, and telecommunications software and equipment used to support the PES Contractor's proposed business services staff. The PES Contractor's Technology connects with the Core MMIS Technology as well as DMAS Technology.
Recoupment	A payment returned by a Medicaid provider, or a full or partial recovery of such payment due to an overpayment. May be associated with over billings, fraud and abuse, TPL collections, etc.

Term	Definition
Service Level Agreement (SLA)	A performance measure designated by DMAS to identify the performance expectations of a contractor for services that are critical to the success of the Commonwealth of Virginia's Medicaid program.
SLH (State and Local Hospitalization)	A state and local (county) program of payment for inpatient and outpatient hospital services for persons not eligible for the Virginia Medicaid Program funded by the Commonwealth and counties.
TDO (Temporary Detention Order)	An order obtained and issued for a person who is in imminent danger to his or herself or others as a result of mental illness, or is too seriously mentally ill to care for self and is incapable or unwilling to volunteer for treatment. DMAS administers the processing of the Temporary Detention Orders (TDO) and Emergency Custody Orders (ECOs) for authorization of payments for services provided to residents of the COV.
TPP (Transaction Processing Platform)	The term used in the current documentation that is equivalent to what is called the current Fiscal Agent (FA) Technology in this RFP.
Virginia Medicaid Enterprise Architecture (MEA)	The Virginia Medicaid Enterprise Architecture consists of all commercial hardware, systems software, telecommunications, and custom application software used to support the mission of DMAS. Components of the Architecture include MMIS Core Technology, Fiscal Agent Technology, DMAS Technology, PES Technology, and Drug Rebate Technology.

Term	Definition
VITA	The Virginia Information Technologies Agency. VITA is the Commonwealth's consolidated, centralized information technology services provider.